

Job Description

Job title: Business Development Manager

Team: Operations

Reports to: Programme Director

Line manages: No line management responsibilities

Location: The role will be initially based at our Bath campus. Once the facility is open the role will move across to our new facility at the Bristol and Bath Science Park.

Applicants must be prepared work flexible hours and to travel within the UK and overseas as required.

Working at IAAPS

IAAPS Ltd is part of the Institute for Advanced Automotive Propulsion Systems (IAAPS) which is a new research institute that builds on 40 years of successful engagement with the UK automotive industries by the current propulsion research group. Critical to the delivery of IAAPS is a new £70m Research & Innovation facility which will establish IAAPS as a global centre of excellence supporting the delivery of future low and zero carbon passenger cars.

At IAAPS, we strive to attract and select the brightest minds to be part of our team. In this role you will be working within a highly collaborative and cross-disciplinary team, and it is important to us that you can work in a way that reflects the values we believe in. Our values are:

Trusted & credible. An Influencer

Globally recognised for our expertise and industry-focused R&I; we attract and invest in the brightest minds to solve the greatest challenges within automotive propulsion.

Collaborative

We work inclusively to bring together the best minds to solve challenges. Our partnerships go beyond the transactional. We work flexibly with our partners to co-create solutions and insight.

Thorough & committed to quality delivery

Intellectually rigorous and investigative; we step back from problems to explore challenges and deliver quality insights to our partners.

Curious

We value and invest in the people, systems and processes needed to deliver for our partners.

What's involved?

As the Business Development Manager your role is to build on the partner relationships and strong portfolio of research projects undertaken by the group to expand and sustain the pipeline of industrial research projects (B2B) for IAAPS, to ensure it delivers on its strategic objectives. The role involves:

Business Development:

- > Work with the senior team to develop the robust business development plan; lead delivery of this plan.

- > Provide regular pipeline forecasts to inform capacity planning and business development priorities.
- > Using pipeline insight, adapt business development priorities/activities to ensure facility use is maximised with appropriate work.
- > Work with the Institute leadership team (both operational and academic) and other colleagues (in the wider team, and across the University) to develop business relationships with existing clients and build new business opportunities, reflective of strategic priorities.
- > Providing up to date market insight, including competitor analysis, as required.
- > Work collaboratively, with expertise, insight and enthusiasm, to develop new business that brings together commercial opportunities and academic expertise – to ensure business opportunities reflect the right results for IAAPS.

Preparing client proposals:

- > Work in collaboration with Principle Investigator/Engineering Director, engage in diagnostic discussions with potential new clients to develop new opportunities.
- > Work in partnership with the appropriate Technical Lead to ensure the needs of the client are translated into a realistic project/programme and meet/exceed the client's expectations.
- > Take the lead on producing client quotations, liaising with facility and resource leads to ensure quotes are in line with agreed pricing practice, and include informed consideration of facility time, resourcing and capacity.
- > Produce engaging, persuasive and articulate proposals that clearly explain the proposition and engage with the client mindset.
- > Take the lead, as determined by the relevant technical lead, in engaging in diagnostic discussions with existing clients for follow-on programmes, including consideration of design, resourcing, delivery and pricing.
- > Manage the proposal, pitch, and contracting processes for all client relationships, working with faculty and other colleagues as required.
- > Proactively work with academic team to link research and new thinking to client need.

Client Management:

- > Maintain positive, proactive relationships with clients, and prospective clients, ensuring IAAPS is presented positively at key/relevant industry events.
- > Understand and manage the client portfolio:
 - > Develop and enhance working relationships with existing clients to ensure a high quality of service and customer satisfaction.
 - > Manage the CRM database; maintain current and accurate portfolio information using the allocated systems.
- > Work in partnership with the Technical Lead to support customer communication during delivery - sufficient to identify new business opportunities, promote future opportunities, and ensure client satisfaction.

- > Work with colleagues in Finance and contracts to oversee finance and accounting processes within your client portfolio.
- > Attend and/or present at client meetings and/or external forums as relevant to support new business and lead development.
- > Maintain high customer service quality in order to attract and retain customers by running/participating in pre- and post-programme debriefings with the project team and customers, providing feedback as required.
- > Gather customer feedback, reviews and evaluation data and provide insight to the leadership team on opportunities for improvement or new business opportunities.

What do I need?

- > Bachelor's degree (a relevant engineering discipline would be advantageous).
- > A developed interest in and knowledge of the automotive sector. Previous business development or account management experience in an engineering consultancy within the automotive sector.
- > Experience of undertaking diagnostic discussions to understand and determine client needs, within a highly-technical engineering environment.
- > Substantial experience of income generation in an engineering related field. Consultative selling experience.
- > Experience of delivering a business development plan; specifically of using data insight to inform business priorities and forecasting.
- > Evidence of successful client management.
- > Able to work in a way that reflects the IAAPS values; strong relationship-building skills with the ability to build and maintain an internal and external network across cross-functional teams.
- > Comfortable and happy working in a start-up environment. Agile and able to work in a fast-paced team and deal successfully with changing situations.
- > Strong oral and written communication skills and the ability to negotiate effectively with clients.
- > Strong presentation skills; able to gain the confidence of a technical audience.
- > Adaptable; able to work effectively in both academic and business settings and create partnerships across the two.
- > A positive, creative problem-solver.
- > Organised self-starter; able to manage multiple priorities successfully and manage both detail and the big picture.



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